

Family Support Coordinator - Short-term Housing

Our Mission:

Family Promise of the Coastal Empire is a non-sectarian, not-for-profit organization dedicated to ending the crisis of homelessness faced by families in the Coastal Empire region by partnering with public and private agencies, religious congregations, and community volunteers to provide shelter, case management, and mentoring services leading to self-sufficiency.

Job Description:

The Family Support Coordinator is a highly responsible professional position providing assessment, intensive case management, and advocacy services to homeless families within the Interfaith Hospitality Network Program, the Homeless Assistance Prevention program, and all other FPCE programming. The full-time position will be part of a dynamic, innovative team that embraces a creative environment and reports to the Director of Programs and Services.

Family-Centered Case Management Responsibilities:

1. Initial Contacts/Assessment/Intake/Termination

- Follow Family Promise Case Management guidelines to Contact, Assess, and intake families.
- Assess and work with the Director of Programs and Services and Executive Director to determine appropriate program eligibility.
- Assess if termination is needed and work with the Director of Programs and Services and Executive Director to determine if appropriate.

2. Documentation

- Submit monthly statistics and reports.
 - Maintain family files, including progress notes, contacts & referrals, both electronically and physically.
- Keep detailed case and meeting notes.
- Report and enter data into HMIS and Charity Tracker.
- Record and file incident/behavior reports.

3. Case Work

- Assist families with information, referrals, and warm transfers to appropriate community agencies.
- Meet weekly or as needed at scheduled times with families.
- Develop a case plan with each family, with Specific Measurable, Achievable, Relevant, and Timely goals and objectives.

- Establish weekly short-term and long-term goals jointly with family.
- Monitor progress in implementing case plans and meeting goals and document progress.
- Provide crisis intervention as required.
- Support families during legal proceedings, medical, educational, and other family support as needed.
 - Coordinate transportation needs and provide transportation as necessary.
- Assist families with taking personal responsibility.
- Collaborate with other agency personnel to ensure continuity of service delivery.
- On-call responsibilities.
 - Assist with Rental Assistance programs by processing and providing supervision, case management, and other supportive services to program families and maintaining complete and accurate documentation of service objectives and outcomes following grant rules, regulations, agency policies, and best practices.
- Support housing location by working with Housing Resource Coordinator
- Work with staff/volunteers to implement Landlord/Tenant Program
- Implement a satisfaction survey compiling data to determine the needs of families and the community.
- Other duties as assigned

General Office Responsibilities:

- Attend and participate in monthly staff meetings
- Attend and participate in case reviews with the Director of Program and Services and/or Executive Director
- Undergo monthly supervision with the Executive Director and/or Director of Programs and Services.
- Attend and participate in events as needed
- Other duties as assigned

Skills/Qualifications/Requirements:

- BSW or Related Degree, MSW preferred
- Bilingual (Spanish) is a plus
- Effective Verbal and Written Communication
- Efficient/Timely Documentation Skills
- Attention to Detail
- Proficiency in Microsoft Office and Google Workspace
- Effective Decision Making
- Strong Conflict Resolution Skills
- Ability to Self-Manage and regulate tasks promptly.
- Integrity, Commitment, and Passion
- Ability to Work Independently or Within a Team
- Flexibility
- Experience Working Directly With Low-Income or Homeless Families
Preferred Maturity, Sense of Humor, Common Sense, and the Ability to Relate Well to Others

- Background Check, Fingerprinting, Valid GA Driver's License, and Vehicle Required Revised

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